



Franklin County
Department of Job & Family Services
1721 Northland Park Ave.
Columbus, Ohio 43229

J O B A N N O U N C E M E N T

POSITION TITLE: Case Manager – Internal Only
(Bargaining)

PCN: 106046, 106062, 106051

DEPARTMENT/Location: East Opportunity Center

P. R.: O10

REPORTS TO: Case Manager Supervisor

RESPONSIBILITIES: Interview customers to assess potential employability. Develop a cooperative plan of action to achieve and maintain self-sufficiency. Act as an employment advocate in the development of an employability plan and provide linkage with prospective employers. Conduct interactive interviews to determine eligibility for various agency programs, (e.g.: financial assistance, food stamps, JOBS, LEAP, etc.). Provide information regarding the laws and regulations governing assistance and service programs, customer rights and responsibilities. Make necessary case changes and determine continuing eligibility. Establish time frames for meeting incremental and self-sufficiency goals, identifies barriers, develops viable strategies, identifies and selects services to address needs. Assist in assignment of JOBS, orientation, job placement, understanding and utilizing services, and in completing assigned participation requirements. Refer for vocational testing and assessment. Authorize case assistance, food stamps, work allowances, LEAP bonuses, and JOBS special allowances. Assist in making child care arrangements and authorize childcare placements and transportation services. Process affidavits for replacement of benefits, secures verification, makes case and benefit adjustments. Prepare social summaries and medical packets. Investigate case discrepancies, food stamps, and medical services. Act as agency representative at state hearings and prepares an appeal summary. Determine if service plan was appropriate and/or effective for the individual. Monitor all job participation requirements and implement sanctions as needed. Investigate complaints and provide information. Attend and conduct case conferences in the evaluation of customer progress. Gather statistical information regarding activities on cases. Investigate service delivery problems and make recommendations for appropriate adjustments. Follow up and make adjustments on various case inquiries, case alerts, match listings or special reviews. Maintain contact logs and documents case files substantiating case.

MINIMUM QUALIFICATIONS: An Associate's degree in social work or human services field is required; supplemented by two (2) years of experience in social work, case management, or public assistance programs; or any equivalent combination of training and experience.

STARTING SALARY: \$15.87 per hour. 180 day probationary period.
Plus a Comprehensive Benefits Package

DATE POSTED: Tuesday, June 24, 2014

DEADLINE TO APPLY: Monday, June 30, 2014

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

-EOE-